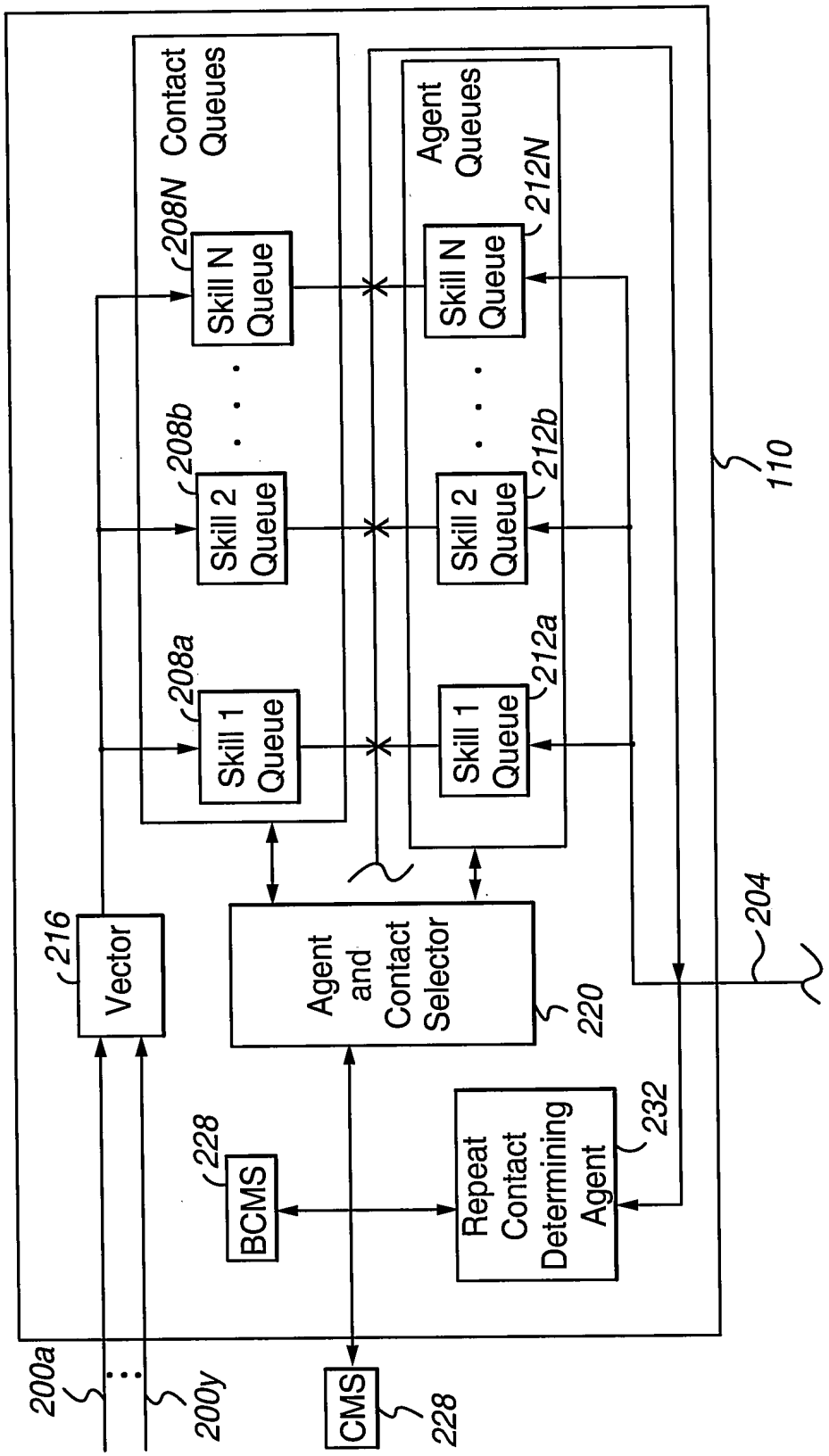
Contact Queues
208N
Skill N Queue
208b
Skill 2 Queue
208a
Skill 1 Queue
Agent Queues
212N
Skill N Queue
212b
Skill 2 Queue
212a
Skill 1 Queue
110
216
Vector
Agent and Contact Selector
220
204
228
BCMS
Repeat Contact Determining Agent
232
200a
200y
CMS
228

Fig. 2